

**Illinois Department of Revenue
Regulations**

| |
|--|
| Title 4 Part 875 Section 875.80 Case-by-Case Resolution |
|--|

TITLE 4: DISCRIMINATION PROCEDURES

**PART 875
AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE**

Section 875.80 Case-by-Case Resolution

Each grievance involves a unique set of factors that includes but is not limited to: the specific nature of the disability; the essential eligibility requirements, the benefits to be derived, and the nature of the service, program or activity at issue; the health and safety of others; and whether an accommodation would constitute a fundamental alteration to the program, service or activity or undue hardship on the Department. Accordingly, termination of a grievance at any level, whether through the granting of relief or otherwise, shall not constitute a precedent on which any other complainant should rely.